Transport Needs Analysis for Getting There and Back: Report for Transport Connections
Shires of Moyne and Corangamite

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Monash Sustainability Institute
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It is acknowledged by the researchers that recommendations from the research that are related to the introduction, reinstatement or extension of public transport services are outside of the scope of Transport Connections and the Transport Needs Analysis design brief. They are included on the basis that Public Transport Victoria and or commercial operators have access to the research and may act on the recommendations independently.

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Introduction

The Transport Connections Program (TCP)
The Transport Connections Program (TCP) is a $22.8 million program (this phase from July 2010 to June 2013), based in Victoria, that encourages local people and organisations to work together to improve local transport and access to services for transport disadvantaged communities. The program is led by the Department of Planning and Community Development (DPCD), in partnership with Department of Human Services, Department of Health, Department of Transport (now Public Transport Victoria) and Department of Education and Early Childhood Development.

The DPCD has eight regional teams in Victoria which coordinate a number of functions (DPCD website 2012). The non-metropolitan teams focus on strategic change and improvement to the sustainability of Victoria’s regions. This is achieved through an Integrated Regional Delivery Model working in partnership with local government, infrastructure and service providers and local communities. Work is done on regional strategic and land use planning; the promotion of regional and local business; community development and social infrastructure development; industry and economic development; investments in local communities and places; sport and recreation; indigenous community planning and engagement; and local government liaison.

There are five TCP projects as part of the major regional area of Barwon South West Project:

1. **Access, Connect, Belong**
   Areas covered: Colac Otway
2. **SurfCoast Connect**
   Areas Covered: Surf Coast
3. **Building Bellarine Connections**
   Areas covered: Greater Geelong and Queenscliff
4. **Getting There and Back**
   Areas covered: Corangamite, Moyne and Warrnambool
5. **South West Transport Connections**
   Areas covered: Southern Grampians and Glenelg

Study Purpose

This report covers the fourth project, **Getting There and Back**, and aims to address the question: “What are the transport needs for 25 smaller settlements in the Shires of Moyne and Corangamite?”

The DPCD website (2012) notes that transport disadvantage has been identified as a key factor contributing to social exclusion for a variety of different groups in Victoria. It goes on to say that access to transport is consistently rated by rural and regional communities as one of the most significant barriers to accessing services, employment and social networks. The site identifies that specific groups are more likely to experience transport disadvantage. These are: people aged over 60; people living with a disability; people who are unemployed; students (at all levels); children (0 to 5 years of age); people from culturally and linguistically diverse backgrounds; Indigenous people; lone parents and shift workers.

Area of focus

The specific towns covered in this project within Moyne and Corangamite Shires are:
Corangamite Shire: Skipton, Port Campbell, Noorat, Princetown, Derrinallum, Lismore, Simpson, Cobden, Timboon, Camperdown and Terang.

Moyne Shire: Koroit, Macarthur, Mortlake, Peterborough, Port Fairy, Yambuk, Hawkesdale, Purnim, Panmure, Nullawarre/ Nirranda, Woolsthorpe, Caramut, Mailors Flat and Cudgee.

This report explores the research question by:

- Examining the characteristics of the area broadly and the specific towns
- Drawing on what is known about transport needs in general from research
- Reviewing previous work that has been undertaken on travel needs in the LGAs
- Examining the location of those who are less likely to own a car, are at risk of social exclusion and may have unmet travel needs
- Asking local people – Local Government, people providing and organising formal and informal services to those who may be having travel difficulties, and locals who are likely to have unmet travel needs
- Asking those who may have travel difficulties to record their travel patterns.

Ethics permission to undertake this research was obtained from The Monash University Human Research Ethics Committee.

The Barwon South Western Region of Victoria

The Barwon-South Western region (BSW) contains nine local government areas extending from Lara in the east to the South Australian border in the west. It is geographically diverse including the larger regional centres of Geelong and Warrnambool as well as coastal and inland towns and rural communities.

Figure 1: Location of the shires of Corangamite and Moyne in the BSW Victorian Region

Source: Map supplied by Department of Health, Victoria
Corangamite and Moyne Shires

While in the past South West Victoria was dominated by wool production, there is now more intensive and diverse agriculture. Warrnambool acts as a major service centre for the LGAs of Warrnambool, Moyne and Corangamite.

The following information about the Corangamite Shire is taken from the Corangamite Shire website (Corangamite 2012).

The Shire of Corangamite is located along the Great South Coast in Victoria’s South-West, with the largest centre at Camperdown, about 170 kilometres from Melbourne. Other large centres in the Shire include Terang, Cobden and Timboon with a large number of smaller centres such as Skipton, Port Campbell, Noorat, Derrinallum and Lismore. The Shire is predominantly rural, with a large share of the population (around a third) employed in agricultural industries, as well as associated value-adding, notably dairy products. There are dairy processing facilities at Cobden, Simpson and Timboon. However, a large share of the population is employed in services, most notably retail trade, health and education.

The website of the Shire of Moyne (Moyne Shire 2007) states:

Moyne Shire is located along the Great South Coast in Victoria’s South-West, with the largest centres at Port Fairy, Mortlake and Koroit. Port Fairy is located about 250 kilometres from Melbourne and Mortlake at 190 kilometres... The Shire is predominantly rural, with a large share of the population employed in agricultural industries and associated value-adding, notably dairy products. Other important industries include tourism, most notably around Port Fairy and Koroit and specific industries such as the GlaxoSmithKline factory at Port Fairy. More than a quarter of the population works in Warrnambool, with places such as Koroit about 15 minutes drive from the Warrnambool City centre.

Tourism Victoria (2010) reports that the visitor numbers to the Great Ocean Road (Geelong to Portland) for the year ending December 2010 are large, estimated to be 7.1 million domestic and just under half a million international visitors. Tourism is established in a number of coastal settlements, particularly around Port Campbell, Warrnambool and Port Fairy, towns in the Local Government areas of interest for this report.

Corangamite Shire was projected to have 17,499 persons resident in 2011 and 7,028 households (Corangamite Shire 2012a). The population of Corangamite Shire has decreased significantly over the last twenty five years, but stabilised since 2006. In 2011, Moyne Shire was estimated to have 16,512 persons resident, and 6,573 households, with a trend of decreasing number of persons per household (Moyne Shire 2007). Most small areas in Moyne Shire are expected to increase in population to 2016, with the largest gains expected in Koroit and surrounds, followed by Port Fairy and surrounds. Areas expected to experience a decrease in population over the period include Mortlake and surrounds and the rural west side of the shire.

NIEIR (2010) predicts the Western area of Victoria to have an annual population growth rate of 1.3% to 2020, with ‘business as usual’. This area has a present dwelling shortage of about 1%, which is projected to go to 2% by 2020. The change in the structure of the population in Western Victoria over the past 15 years, is shown in Figure 2.
It can be seen that there is a steady growth in the older aged group (54+) and a decline in those 0 to 19 years of age, an issue which will be addressed later in the report. Interestingly, there is recent growth in the age group 20 to 29, the group which are first home buyers. This may be due to the severe shortage of affordable housing in the larger metropolitan areas, so this group is accessing more affordable dwellings available in these LGAs.

**The links between social exclusion, wellbeing and mobility**

Humans have a range of needs which are required to be met for both survival and life quality. Human needs were defined by Maslow in 1954. He ranked them in order of importance, as follows: physiological – the ability to breathe, have food and water and sleep; safety - health and freedom from violence; love and belonging - friendship, family and sexual intimacy; esteem – self-esteem, achievement, confidence and respect; and self-actualisation - morality, creativity, acceptance and lack of prejudice. The better needs are met, the better the wellbeing of individuals and households, and indeed society as a whole (Wilkinson and Pickett 2010).

Some people have difficulties in getting their needs met. This may be due to personal disadvantages (such as disability or age or low income), or due to a lack of service provisions and infrastructure to enable them to meet needs (such as public transport, community centres, medical facilities).

Recent Australian Research Council (ARC) research based in Victoria has found that to meet needs and achieve good levels of wellbeing, both social inclusion and the ability to be mobile are important (Stanley et al. 2011a). In brief, the higher a person rates their own wellbeing, the more included they are and the more trips they make. Of considerable concern was the finding of high rates of depression in people experiencing high social exclusion.

Social exclusion can be described as the existence of barriers which make it difficult or impossible for people to participate fully in society (Social Exclusion Unit 2003). Commonly, these barriers are found to be low income, not actively employed or in education, and little political engagement, social support and participation in society (Burchardt et al. 2002; Stanley 2011). Those who may be
at risk of social exclusion include those on a low income, those who are unemployed, aged people and youth, new migrants, people who live in isolated areas, single parents, and people with poor health and who have a disability. These groups reflect a strong overlap with the groups (listed on the DPCD website, above) who are likely to be experiencing transport disadvantage.

Unfortunately, the study found that social exclusion is higher in rural and regional Victoria than in the Melbourne Metropolitan area (Figure 3).

**Figure 3: An indication of the differing levels of social exclusion present in Melbourne, and regional and rural areas of Victoria**

The ability to be mobile (travelling from the person’s house and back by any means) was found to be amongst the most important elements for achieving social inclusion. The number of trips made decreased as a person’s social exclusion increased. On average, people took 3.9 trips per day. This decreased by 0.5 (half a trip) as their social exclusion increased. Another way of looking at this is that doubling the number of trips made by a person will decrease their risk of exclusion by 17.3% (Stanley et al. 2011b).

Other factors which were strongly associated with achieving social inclusion were the extent of a person’s social capital and sense of community. The lower their social capital and sense of community, the less they were likely to achieve social inclusion. Research has shown a complex association between the number of trips made, the extent of bonding social capital (networks with family and close friends), bridging social capital (networks with the wider community) and a person’s sense of community (Stanley & Vella-Brodrick 2011). All are statistically associated, but appear to be somewhat dependent on each other. While good bonding social capital improves self-assessed wellbeing, bridging social capital is important for social inclusion (such as gaining employment).
In a study on long term youth unemployment, it was found that social isolation or alienation was a barrier to getting employment for 56% of youth, wherever they lived. A lack of transport was said to be an important factor for 28% of youth living outside Melbourne, for 14% of youth on the fringe of Melbourne and 4% who lived in inner Melbourne. The rural transport difficulties can clearly be seen.

In brief, the ability to be mobile is important both because it meets fundamental needs (such as getting food in, visiting the doctor), but it also facilitates social inclusion (such as employment opportunities). The ability to be mobile also improves the achievement of other important aspects of needs more related to factors which make life more pleasurable – having friends, having support when needed, getting involved in the community, feeling positive about yourself.

As a society we have under-estimated the value of mobility, especially for those who are experiencing disadvantage, the value for the individual being far greater than the direct activity or service as there are previously unmeasured ‘spin-offs’. The ARC research has shown that the benefit of a trip for the average person is about $20 per trip. However, the benefit for a person who is disadvantaged increases as their disadvantage increases and can be as high as $80 per trip (Stanley et al. 2011). Such benefits can absorb the higher costs of lower passenger numbers and more intensive work to facilitate mobility needs. Additionally, the value extends beyond the individual and the household to improved community functioning and society more generally.

**Mobility in Rural Victoria**

**Access to services**

Country people live at lower population densities than city people, therefore live at greater distance from service providers and facilities than people who live in metropolitan areas. The National Institute of Economic and Industry Research (NIEIR) has examined accessibility to services. Essential services are defined as:

- Education: From child care and pre-school through the various levels of schooling to TAFE and Universities.
- Health: the range of services from general practitioners through local hospitals to major hospitals, medical specialists and allied health services such as dentistry and optometry.
- Welfare and related services: including Centrelink, aged and other residential care, and police services.

Recreational services are not included in this list, an important and common omission in much transport work.

Table 1 illustrates the variability of accessibility between varying locations. On average, a typical rural resident in Australia would have to travel over 30 kilometres a day to access essential services which a typical metropolitan resident can reach by travelling an average of 1.4 kilometres a day. There is also a considerable difference in cost. The dollar costs in Table 1 do not include the capital costs of vehicles. While public and community transport costs less in rural areas, the journey takes considerably more time.
Table 1: Accessibility to essential services

<table>
<thead>
<tr>
<th>Location</th>
<th>Motor vehicle</th>
<th>Public &amp; Community Transport</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metro (National)</td>
<td>1.41</td>
<td>$6.67</td>
</tr>
<tr>
<td>Rural + township* (National)</td>
<td>31.27</td>
<td>$53.89</td>
</tr>
<tr>
<td>LGAs in Western Region of Victoria (Fig.2 above) for urban areas</td>
<td>22</td>
<td>$5.48</td>
</tr>
<tr>
<td>LGAs in Western Region of Victoria (Fig.2 above) for rural * areas</td>
<td>36.3</td>
<td>$10.05</td>
</tr>
</tbody>
</table>

*Note: Rural areas are defined as having less than 1000 population, including townships too small to provide more than a basic range of facilities.

Source: NIEIR unpublished

Elderly people in general need to access health services including the large hospitals of the big cities, with little need to access schools. The cost and time commitment for car travel for elderly people is higher than for families in rural areas and small townships (Table 2). The cost and time by public and community transport is much the same for elderly people and families.

Table 2: Accessibility to services essential for elderly people and for families

<table>
<thead>
<tr>
<th>Rural + township*</th>
<th>Motor Vehicle</th>
<th>Public and Community Transport</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elderly people</td>
<td>33.08</td>
<td>$74.44</td>
</tr>
<tr>
<td>Families</td>
<td>29.23</td>
<td>$43.33</td>
</tr>
</tbody>
</table>

*Note: Rural areas are defined as having less than 1000 population, including townships too small to provide more than a basic range of facilities.

Source: NIEIR unpublished

Essential services can be divided into ‘widespread services’ – those commonly found in country towns (as distinct from a township of under 1,000 residents) such as a pharmacy, GP services, child care, and ‘centralised services’ such as specialised medical treatment and a university, which need a
larger urban centre. People living in country towns are likely to have access to widespread services but are likely to have poor accessibility to centralised services. People living in townships (under 1,000 people) are likely to have poor access to both types of services.

Country people with cars may travel to a larger urban centre to shop and access widespread services, thus accessing cheaper prices and more choice. As a result local businesses in smaller towns have closed, creating additional difficulties for those without easy transport options. When services, such as doctors, schools, hospitals, or pharmacies move away from small towns, becoming centralised, cost shifting takes place. The cost of transport is moved from the supplier of the service to the user of the service.

This cost shifting is a change that is happening across rural Victoria at present. It is not so much a problem for those with a higher income who have mobility options, except for time loss, however it is a considerable problem for those on lower incomes without good mobility options. What it does is force car ownership on those who are able to drive, at times creating financial stress. The average weekly costs in 2011 for a medium sized car which travels 15,000 kilometres in a year, is $206 (RACV 2012). This financial stress is not always obvious, thus leading to less transparency about unmet transport needs. Those who are struggling to meet car costs tend to save on operational expenses by travelling less. Again, this is a hidden mobility need. Those who are forced to buy a car tend to use it even when an alternative means of transport becomes available, as while they may be struggling to pay for a car, they don’t wish to add additional transport costs through public transport.

**Proxy accessibility index**

In many ways, the average house rental price acts as a defacto accessibility index as the housing market has been shown to strongly reflect accessibility. This can be shown in rental costs, where this is available (Table 3).

**Table 3: Average rental costs in study settlements in the shires of Corangamite and Moyne**

<table>
<thead>
<tr>
<th>Settlement</th>
<th>Average Rent</th>
<th>Settlement</th>
<th>Average Rent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Petersborough</td>
<td>325</td>
<td>Hawkesdale</td>
<td>100</td>
</tr>
<tr>
<td>Port Fairy</td>
<td>170</td>
<td>Purnim</td>
<td>100</td>
</tr>
<tr>
<td>Port Campbell</td>
<td>155</td>
<td>Woolsthorpe</td>
<td>80</td>
</tr>
<tr>
<td>Koroit</td>
<td>150</td>
<td>Yambuk</td>
<td>70</td>
</tr>
<tr>
<td>Timboon</td>
<td>130</td>
<td>Lismore</td>
<td>60</td>
</tr>
<tr>
<td>Camperdown</td>
<td>120</td>
<td>Simpson</td>
<td>60</td>
</tr>
<tr>
<td>Terang</td>
<td>120</td>
<td>Derrinallum</td>
<td>59</td>
</tr>
<tr>
<td>Cobden</td>
<td>110</td>
<td>Caramut</td>
<td>50</td>
</tr>
<tr>
<td>Noorat</td>
<td>108</td>
<td>Macarthur</td>
<td>33</td>
</tr>
<tr>
<td>Mortlake</td>
<td>108</td>
<td>Nullawarre</td>
<td>25</td>
</tr>
</tbody>
</table>

**Source:** Derived from ABS Census (2006) data

The cost of holiday rental is not removed from these figures, so the average rental cost in Peterborough and Port Fairy is likely to be inflated by these holiday rents. The larger towns tend to have higher rents reflecting shorter distance to services and employment. The cost of rental decreases as distance increases. The pattern is for people to choose ‘affordable’ housing as their first priority, thus they may be attracted to moving to areas with poor accessibility.
Transport in Moyne and Corangamite

Private transport
The overwhelming dominance in transport in Corangamite and Moyne is private vehicle usage, as can be seen in the Journey to Work data in Table 4. In 2006, there were 29 people who caught public transport to work (train, bus, tram or ferry) in Corangamite Shire, compared with 4,330 who drove in private vehicles (car driver or passenger, motorbike, truck), with a similar pattern in Moyne Shire. It is interesting to see the extent of walking or cycling to work, over 700 people walking in both LGAs.

Table 4: Journey to Work Data

<table>
<thead>
<tr>
<th>Travel to work (includes multi-mode journeys)</th>
<th>2006</th>
<th>Corangamite Shire</th>
<th>Moyne Shire</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enumerated data number</td>
<td>%</td>
<td>number</td>
<td>%</td>
</tr>
<tr>
<td>Train</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Bus</td>
<td>25</td>
<td>0.3</td>
<td>0.5</td>
</tr>
<tr>
<td>Tram or Ferry</td>
<td>4</td>
<td>0.1</td>
<td>0</td>
</tr>
<tr>
<td>Taxi</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Car - as driver</td>
<td>3,753</td>
<td>50.0</td>
<td>50.5</td>
</tr>
<tr>
<td>Car - as passenger</td>
<td>324</td>
<td>4.3</td>
<td>3.8</td>
</tr>
<tr>
<td>Truck</td>
<td>133</td>
<td>1.8</td>
<td>1.6</td>
</tr>
<tr>
<td>Motorbike</td>
<td>120</td>
<td>1.6</td>
<td>1.2</td>
</tr>
<tr>
<td>Bicycle</td>
<td>66</td>
<td>0.9</td>
<td>0.7</td>
</tr>
<tr>
<td>Walked only</td>
<td>724</td>
<td>9.7</td>
<td>6.9</td>
</tr>
<tr>
<td>Other</td>
<td>114</td>
<td>1.5</td>
<td>1.4</td>
</tr>
<tr>
<td>Worked at home</td>
<td>1,432</td>
<td>19.1</td>
<td>20.7</td>
</tr>
<tr>
<td>Did not go to work</td>
<td>640</td>
<td>8.5</td>
<td>10.4</td>
</tr>
<tr>
<td>Not stated</td>
<td>164</td>
<td>2.2</td>
<td>2.3</td>
</tr>
<tr>
<td>Total</td>
<td>7,502</td>
<td>100.0</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Source: Corangamite Shire (2012b) website, drawn from ABS Census data 2006.

This pattern of travel to work is reflected in high vehicle ownership in the Shires (Corangamite Shire 2012b). Only 5.1% of Corangamite’s and 4.2% of Moyne’s households do not own a vehicle. This is below the 7.3% of households in Warrnambool and 8.7% of households in Victoria, who don’t have a vehicle. This reflects the lack of other transport options for much of the shire and also the lower prices for dwellings in many rural communities which may free resources for the purchase of a vehicle. However, there will be households where residents are unable to drive and either dependent on public transport or someone to drive them, such as those under 18 years, the elderly and those with a disability or poor health.
Although about one-third of households own one car, this may hide transport disadvantage. The car may be used for work access and therefore often not available for other household members. Similarly, even two cars may not allow accessibility for all household members where, for example, the farm hand has the farm ute, an adult has a job elsewhere, and there is no car which can be used to take children to after-school activities.

**Alternatives to private transport**

The Shires of Moyne and Corangamite are comparatively very poorly serviced with public transport. Of the 79 Victorian LGAs, Moyne is ranked 73 and Corangamite 77 (worst) in terms of proximity to a public transport service (Transport Connections 2011a). This is defined as per cent of population within 400 metres of a bus or tram stop and 800 metres from a train station. Only 3.5% of people in Moyne and 1.1% of people in Corangamite have these standards met.

The dominant public transport mode is a rail link from Melbourne to Warrnambool, running three times a day weekdays and one V/Line coach trip for the Warrnambool/Geelong leg, three trips on Saturday and two on Sunday, plus a V/Line coach trip for the Warrnambool/Geelong leg. The earliest arrival at Warrnambool station is 10.43am, the last weekday train departing Warrnambool at 5.18pm. There is a 10% annual usage growth of this train service, necessitating the provision of additional carriages. There is a plan to construct passing loops as it is a single rail service. This could increase the service to five times a day. This central rail service forms an important backbone of service from which V/Line coaches and other buses connect with the stations, particularly Warrnambool station.

V/Line coach services provide longer haul transport to Ballarat, Apollo Bay and Geelong, Hamilton, Ararat, Portland and Heywood, and Mount Gambier, many of which stop at smaller towns.

On weekdays there is a bus service from Warrnambool to Ballarat via Derrinallum, Lismore and Skipton. V/Line coaches also operate on Mondays, Wednesday and Fridays from Warrnambool to Apollo Bay and return along the Great Ocean Road, servicing Port Campbell and Peterborough. The fares for V/Line services in Western Victoria are not on the internet, but concession fares for off-peak travel for roughly comparable distances are between $15 and $25, although off-peak is not available for weekend travel.

A bus public transport service operates between Timboon, Cobden and Camperdown. The timetables are designed to provide connections to train and coach services at the Camperdown Railway Station. The service operates six trips in each direction for three days a week – on Tuesdays, Thursdays and Saturdays.

Transit South West does have some route bus services which extend some distance beyond Warrnambool, such as to Deakin University, Warrnambool and the transit route to Port Fairy which offers a partial town service in Port Fairy for some trips. Coles has a service which travels on Wednesdays and Friday nights from Mortlake to Warrnambool, return. In essence, apart from these few exceptions, the Shires of Moyne and Corangamite do not have route bus services available.

Coach services are available for special purpose hire, such as school and agency or business trips. There is a comprehensive school bus service to take and pick up school children. In the Shires of Moyne and Corangamite, taxis services are offered in Port Fairy, Koroit, Terang, Camperdown,
Cobden and Timboon. The Department of Veteran Affairs will assist veterans with transport to medical services.

Community transport, commonly owned and operated by community agencies or local government to transport their own customers, is available in some service centres. At times community transport uses specially funded buses in down-time from route transport service. Of particular note is a summer service which sought to bring youth into Warrnambool for work and a Saturday night service from Port Fairy to Warrnambool for youth. Funding has recently been discontinued for some of these services.

**Unmet transport needs**

Travel needs in and around the 25 settlements are examined in clusters of five locations (See Appendix C). The basis for these clusters was evidence for similar needs, such as in terms of population characteristics and settlement size, and the possibility of common solutions. The following section will overview the characteristics of the cluster, document all available non-private transport which could be found and make recommendations about possible mobility solutions in relation to community transport.

It is worth noting that data is based on the 2006 census data and population numbers in 2012 may have slightly changed, although there is not likely to be considerable change to the population characteristics except a trend towards an aging population.

**Cluster 1: Cobden, Timboon, Princetown, Port Campbell, Simpson and Peterborough**

**Characteristics of the settlements and surrounding area**

Cobden, Simpson and Timboon are towns with between 1,000 and 2,000 population\(^1\). Port Campbell, Peterborough and Princetown are small townships of under 1,000 residents. Although small, the researchers were told that Princetown (460 residents) and Port Campbell (259 residents) are growing as people are buying farmhouses around the settlements, moving into lifestyle type land holdings. The locals believe that both these settlements have a strong sense of community, although there was said to be a strong feeling of isolation in Port Campbell.

Port Campbell, Peterborough and Princetown serve a tourist population and numbers swell particularly over summer. Researchers were told that this could be around 5,000 extra people in one day in Port Campbell, which in the opinion of a local, causes traffic congestion, parking problems and road safety problems around the main road. Peterborough is a small seaside town of 178 people.

Peterborough has a high number of persons aged 70 years and over (see Maps in Appendix A\(^2\)), local knowledge revealing that servicing an aging population is a particular issue for Peterborough. The area around Port Campbell has above the Victorian average of people providing unpaid care to a person with a disability. There are between 15% and 20% of people who provide this service,

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\(^1\) Population figures for settlements vary between sources of information, therefore the figures in this report give an indication of size only.

\(^2\) Details on population characteristics can be found in the maps in Appendix A. Note that these maps are high resolution and can be electronically magnified for easier reading of detail.
representing in the order of 45 to 60 people, plus an equivalent number of people who have a disability.

The area immediately east of Port Campbell and the area around Peterborough have higher than the Victorian average of lone parents with children, with over 20% of families being lone parent families. Youth unemployment is high in Peterborough and surrounds (15% to 20% of persons aged 15 to 24 who are looking for work and not in education or training). It would appear that young people have moved away from the area, as the structure of the population is tilted towards older people, thus reducing the perception of the problem.

Timboon (population 1,259) acts as a service centre for these settlements on the coast and also Simpson, although often Simpson residents orient their travel to Cobden.

There is a clear pattern that older people tend to cluster in relatively larger local urban areas, Timboon and Cobden having relatively high numbers of people 70 years and over, with lower than average numbers of people in this older age group in the rural areas around these towns. An elderly woman in Camperdown told the researchers that she had lots of friends in Simpson who have absolutely no transport. Aged people don’t appear to have moved into Simpson as with the other two towns, possibly just because of the isolation from many services. Timboon has between 12% to 20% of the population aged 70 years and over, in the order of 72 to 120 people, while Cobden has a slightly higher proportion of those 70 years and over, possibly over 200 people.

The presence of people with a disability in this more northern area, is highly variable. There doesn’t appear to be a clustering in Cobden and Timboon as is the case with older people. However, Cobden the eastern surrounds and south of Simpson, and Timboon have above average numbers of sole parents with children present.

Cobden (population of 1,534), is only 13 kilometres from Camperdown. Major forms of employment are agriculture, manufacturing and retail trade. It also has a technical school. The town of Cobden has high numbers of older people, people moving from the surrounding country to have better access to services in Cobden and the larger town of Camperdown.

Simpson is an isolated inland township of 172 people. The major employer, National Foods, is planning to wind down operations over the next three years, risking the loss of 47 employees in addition to losses already experienced. There is a development of tourism in the area with the sale of specialised products, such as cheese, chocolate and patchwork.

Unemployment in Timboon for those aged 25 to 64 years is slightly higher than the Victorian average, it being higher again in Simpson (10% to 15%). Youth unemployment is high in Timboon. There are lower numbers of unemployed youth (although still above the Victorian average) inland between Simpson and Princetown (12% to 15%). The researchers gained the impression that youth living in and near Simpson tend to move out of the area.

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3 The figures for people in this document need to be viewed as only approximate. The CD size varies between 200 and 300 households. The figures have been based on the calculations that there are 300 households and only one person in the category per household.
Rented dwellings are few in these settlements. Timboon and Simpson have small areas with of public housing.

**Transport options in the settlements and surrounds**

The following transport services in addition to private vehicles are available for these settlements and surrounds:

1. **V/Line.**
   - A non-wheelchair accessible V/Line bus operates Monday, Wednesday and Friday between Port Campbell and Warrnambool. It leaves Port Campbell at 1.25pm, arriving at Warrnambool at 4.55pm. If a person wanted to return home, they would need to stay for two nights in Warrnambool as the return bus is Monday, Wednesday and Friday, leaving at 8.30am. Not recorded on the V/Line web timetable is the information that this service also stops at Peterborough.
   - Transit South West now runs a V/Line bus route between Warrnambool and Timboon once a week. There is no other public transport in this corridor.

2. **Bus services.**
   - Over the past four years a bus/taxi service has been trialed from Simpson and Timboon to Cobden and Camperdown. A taxi service operated from Simpson and Timboon to Cobden where it met a bus service to Camperdown. Both the taxi and bus were subsidised public transport services. Since May 2012, the taxi service has ceased, and now a subsidised bus service operates from Timboon to Cobden to Camperdown, with 6 return services a day on Tuesday, Thursday and Saturday. This service will continue until 31 December 2012. A tender has been issued for the operation of this service from 1 January 2013 (see Appendix B). At this time, the service will change to operate on Thursday, Friday night, Saturday and Sunday night, allowing for connections to and from Universities in Warrnambool, Geelong and Melbourne.

3. **School bus services operate in the area covering 13 routes.**

4. **A taxi service is based in Timboon, with two vehicles, one of which is wheelchair accessible but is in need of replacement July 2012.**

5. **Community Transport**
   - A free shuttle bus service has been offered for the last two years to transport people to and from a walking track. The Trail is also advertised by Bicycle Victoria and Tourism Victoria on their web site. This service operates over summer every Thursday night at 5:15 pm and every second Sunday at 11:00am, catering for between six to ten users per service.
   - A Red Cross car is shared between Timboon and Warrnambool. This is for centralised medical appointments in Geelong, Ballarat and Melbourne. Timboon Lions Club is responsible for this service for two days of every month.
   - Transport Connections have been providing financial assistance to enable three students to travel from Timboon to attend the South West TAFE Glenormiston Campus at Terang. They use the Timboon taxi three days a week. Costs are reduced where the taxi is shared with a Cooinda client due to her subsidized transport. In 2011 the cost of providing a taxi service was approximately $4500 and was the only available option. In 2012, a taxi is to provide transport three days a week. If the Cooinda client doesn’t require transport, the taxi is still provided for the Glenormiston students at a non subsidised rate.
• Camperdown and district short term wheelchair accessible taxi service commenced on 28th May 2012 for 12 weeks. Use of this service is being encouraged to increase its financial viability on the back of impending high vehicle replacement costs.
• An after school swimming program at Aquazone in Warrnambool has operated successfully in the past with on average 8.7 people regularly attending. This service has not continued due to the lack of available transport.

Recommendations for Community Transport

Recommendation 1: Provision of a transport service from the coast which links in with the new Timboon to Camperdown service due to commence in 2013. The service could connect Port Campbell and Timboon. This would offer a service for local residents who wish to travel south as well as north. Many local residents prefer to undertake their supermarket shopping in Port Campbell rather than in Timboon. Such a service would also be available for young people in the school holidays to get to the beach and to attend nippers, and cadet life-saving training and carnivals, a service catering for about 250 children and youth. The additional link would also enable people from the coast to see visiting medical specialists who come to Camperdown. The service would enable Port Campbell people go to Camperdown to shop. Importantly, this link would provide transport for the transport disadvantaged residents of Port Campbell and surrounds, older people and single parents.

Recommendation 2: Coordination of services between the recommended Port Campbell/Camperdown service with the coastal V/Line service

If the timetable between the new Timboon, Camperdown service (Thursday, Friday, Saturday and Sunday) was able to be coordinated with V/Line bus service along the coast road (Monday, Wednesdays and Thursdays⁴), then there would be additional added value to the provision of the Timboon, Port Campbell link.

Tourists would be able to complete a round trip from Geelong to Port Campbell, to Timboon and then catch the train back to Geelong from Camperdown. This would promote tourism, leveraging the many attractions of the area including the crater lakes, temperate rainforest and the coastal attractions. There has been considerable work done over the past few years to develop a walking and cycling trail, ‘Coast to Crater’, including state government funding to restore the heritage-listed Curdies River Railway Bridge near Timboon. Part of this track is open and access is supported by an unfunded bus service to enable people to access the trail.

Connectivity, coordination and increased frequency of services, together with marketing the attractions to tourists, would enable cross-subsidy of transport services for local residents. Thus, such a link would service multiple needs enabling access to widespread and specialist services in Camperdown, including visiting medical specialists for the high numbers of aged and those with a disability. It would provide better access to important and subsidised recreational activities for youth. This type of recreational service is particularly important for the disproportionate number of lone parent families around Timboon and Port Campbell. A number of pick-up points along the route

⁴ Note that there appears to be some services left out of the internet-based time-tables.
would assist youth access to the service. The researchers recognise that it is more appropriate if this service was provided by a route bus.

**Recommendation 3:** It is suggested that a strong advocacy approach be undertaken to extend the proposed Port Campbell, Camperdown service to seven days a week, with a timetable which enables youth access to TAFE and employment opportunities. Indeed, this service would assist many people. It appears to the researchers that there are considerable resources being presently expended moving a few individuals along this route in an uncoordinated way.

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**Box 1: Case-study**

Students undertaking VCAL, TAFE and VET training need assistance to attend classes. These programs are a valuable training option for students in years 11 and 12 offering a pathway to employment, post school TAFE, apprenticeships or university. The researchers learned of students who were struggling to attend classes, and learned of others who believed the lack of transport made the choice not available to them. The researchers were told that young people just packed up and left Simpson.

Researchers were told of a young person living in Simpson, attending school in Timboon and undertaking a TAFE course in Warrnambool. This person takes a taxi to Cobden, the subsidised taxi to Camperdown to catch the train to Warrnambool TAFE for an 11am class. The class finishes after the last train leaves, so a parent has to drive to Warrnambool to pick up the young person otherwise that class has to be missed. This agenda had recently broken down due to parental illness. It was reported that the youth wants to leave school and move from Simpson.

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**Recommendation 4:** Transport access should be made available between Simpson and Timboon to support access to the route bus services from Port Campbell to Camperdown. There are various options as to how this could be achieved. A trial school holiday service was offered between Port Campbell and Timboon which coordinated with the Timboon to Camperdown service. While a small fare would be charged for the Port Campbell to Timboon link, operating costs were to be absorbed by the Bus Operator. However, this offer was not accepted.

While in Camperdown, the researchers observed that the route bus service from Timboon and Camperdown was being used by older people. The Health Services in Camperdown offered a place for people to sit, and store shopping while waiting for the return bus, a system that appeared to be working well.

**Recommendation 5:** Better utilisation of existing bus stocks. At present the school buses mostly sit idle during the day when not being used for school transport, active between 7.30 and 9.10 and then from 2.15 to 5pm. During the day these buses from Popes Timboon are located as follows:

- 7 in Timboon
- 1 Cobden
- 2 Simpson
- 1 Allansford
These buses could be used to provide some of the recommended connections to the Timboon and Camperdown route bus service, particularly to meet the early and late schedules and the weekend services.

**Recommendation 6: The barriers which prevent other passengers to access school buses where room is available, should be removed.** At present there is room for about five or six people in 13 routes in this area. This could be an additional revenue source available for schools, reduce bus operating costs or funds which could be put to other transport services. There is presently a school bus route which takes children from Princetown to Timboon which could be part of the recommended extended route service (Port Campbell to Timboon). This would be especially viable if a booking service operated to ensure that space on the bus is available.

Men who are part of the Men’s Shed program in Timboon and Simpson could access the activity using the school bus service. At present, if they don’t have a car they can’t attend. The young Mum’s group in Timboon could possibly be coordinated with the school bus service in order to improve accessibility.

**Recommendation 7: Further investigation of how to improve accessibility for young people to sporting facilities in Cobden and Warrnambool**

The researchers were advised that South West Victoria has a poor health record (personal communication, former Maternal and Child Health Nurse). This is not helped by the problem that children are often exempted from sport because of a lack of transport to access the sporting services provided at Timboon and Cobden. About 10 to 15 children travel to Timboon and they also go to Cobden on football and netball nights and often have to hang around waiting for parents to finish work and pick them up with associated take-away food consumption. The proposed Transport Connections car-pooling service could assist here, or alternatively this could be a use for the school buses.

The researchers were advised that fifty parents take their children to swimming lessons from Timboon to Warrnambool heated swimming pool each week. Car-pooling has proved to be not successful, although it is possible that this could be facilitated by the proposed Transport Connections phone aps project. However, it is unclear how many extra children could use this service if bus transport was made available. This issue is worth further exploration. A fare payment would assist financing of the service. Perhaps one solution is for these children to access the pool at Cobden and pool resources with children accessing other sporting activities.

**Recommendation 8: Re-instate the summer bus service in a collaborative service between Transit South West, Victorian Government and Transport Connections**

A summer bus service (20th December to 28th January not including weekends and holidays) has been offered in the past. The route of this service covered Timboon, Port Campbell and Timboon, then Nullawarre to Warrnambool. This weekly timetable offered a service between Timboon and the coast had 163 passengers in total. There were 60 pick-ups in Timboon and 38 in Port Campbell, passengers comprising a mix of concession card holders and young people. While the passenger numbers were low (three per trip), it is suggested that this service should be offered again, together
with a good marketing exercise. A small survey asking what days and what timing people wanted to travel should lead to a better targeted service.

**Cluster 2: Camperdown, Terang, Noorat and Port Fairy**

**Characteristics of the settlements and area**

With the exception of Noorat, Camperdown, Terang and Port Fairy are of considerable size and so provide important widespread and some centralised services. Camperdown is the largest town in the Shire of Corangamite, with 3,542 residents. Terang has 2,257 residents and Port Fairy 2,788. Noorat, with a population of 252 is less than six kilometres from Terang and would largely function as an outer suburb of Terang. Glenormiston College in Noorat specialises in agriculture (beef, sheep and wool, dairy), equine, racing and horticulture studies. The College offers accommodation for 120 students. Port Fairy is the largest town in Moyne Shire. It is an important historical fishing village and tourist destination with numbers said to expand to about 10,000 people over summer and during the Port Fairy Folk Festival. The permanent residents are attracted by affordable land and the lifestyle.

These major settlements have higher than the Victorian average numbers of people 70 years and over. Indeed, Port Fairy and Warrnambool have very high numbers of aged people, some locations having 20% of the population aged 70 years and over. The structure of Port Fairy’s population reflects lower numbers of children and working age people, with high numbers in both early and late age populations. Port Fairy, Warrnambool, Terang and Camperdown also have higher than average people aged 70 years and over in some surrounding areas to the towns. It would seem that people have moved into the major towns to access services and facilities, however the lack of a route bus service in Camperdown and Terang and a limited hours service in Port Fairy, could still lead to accessibility problems within the town area, for many people. While those in residential care in these towns would have their basic needs and health care met, previous work in Warrnambool found that entertainment and social contact was still a problem for older people in these residential settings. Local knowledge notes that the aging population in Port Fairy is a challenging issue.

Terang and surrounding districts have above average disability present while Warrnambool and Port Fairy also have pockets of people with disability. Assuming a wheelchair access bus is available, the out of school hours daytime bus service in Port Fairy should assist those with a disability access some services, some of the time. However, as noted above, leisure activities, especially at night would be more difficult to get to.

Slightly higher unemployment levels can be found in Camperdown and Port Fairy, particularly the areas immediately north of Port Fairy. All these major towns have high levels of single parents, with relatively high numbers surrounding Terang and Port Fairy. These high levels represent between 15% to over 20% of families, the Victorian average being 9% to 11% of families. Despite these high numbers, researchers were told that there is no impact on attendance at Maternal and Child Health Centres due to lack of transport and no vulnerable and isolated people attend the centre. They were told that the enhanced nursing service sees the few families who would be considered to be ‘vulnerable’.

Camperdown and Port Fairy and surrounds have slightly above the Victorian average of rental properties, both towns also having significant areas of public housing. The researchers learned of
areas of significant disadvantage in Camperdown. This disadvantage related more to low income, unemployment and few job skills, rather than the presence of an aged population. While Camperdown has areas with slightly higher numbers of rental properties than the Victorian average, clustered smaller areas of disadvantage have 26% of houses rented. There is a high itinerant population in this area. The Department of Human Service had employed a housing officer who was responsible for assisting about 70 families, but this position has now been removed. The local Uniting Church offers regular lunches. The Health Services distribute about $2,000 worth of food vouchers every month. There is some youth homelessness but no youth refuges available. They also hold a community Christmas lunch which provides for about 140 people. Camperdown has the only methadone program between Warrnambool and Geelong.

Despite Terang being a sizeable town, some residents commute from Terang to Warrnambool, Camperdown and Cobden for work.

Transport options in the settlements and surrounds
1. Camperdown and Terang are on the major rail route and have rail stops.
2. V/Line coach services are also available.
   - A V/Line service from Terang and Campertown to Ballarat is offered on a Tuesday and Thursday.
   - A V/Line service from Hamilton which goes through Noorat and Terang to Warrnambool station is available on Fridays and Sundays.
   - Port Fairy has a V/Line service which connects to Warrnambool station, as well as a service to Portland and Hamilton and Ararat on Tuesday, Thursday and Sunday, which goes through Macarthur.
   - A V/Line service from Terang to Warrnambool Monday to Friday, from 11.06am to 5.08pm.
3. Buses
   Coles Coaches have a Wednesday day time and Friday night service from Mortlake to Warrnambool.
4. Taxis
   - Camperdown has two taxis and a wheelchair taxi based at Timboon. The Camperdown taxis are reported to be in high demand.
   - Port Fairy also has a taxi service with two vehicles, one of which is a multi-purpose van.
5. Community transport
   - South West Healthcare in Camperdown has a community 12 seater bus with a wheelchair hoist for day centre clients. The bus is also loaned, when available, to the Campertown Community House when needed for an outing and used fortnightly by the Shire under HACC funding. The Health service also has a car which does pick-ups for their service.
   - Terang and Mortlake Health Service has a bus based in Terang for their clients but this is not available for hire.
   - Under HACC funding, the Shire operates a scheme where residents in Camperdown and Terang use their own car to take people to a health service. The traveler contributes, for example, $45 to go from Camperdown to Geelong.
   - The researchers were told that when all else fails, the Terang Health Service can provide transport using their volunteers for Terang residents
   - Port Fairy has a bus for Moyne Health clients that is driven by staff and not available for hire.
Recommendations for Community Transport

Recommendation 1: Expand and support the system that utilizes private vehicles for transport to local services and activities in Camperdown and Terang. This scheme is more straight-forward in the larger centres because of smaller distances, translating to less cost and time for drivers. The researchers were told that most people who come to the Community Centre have their own car and the manager will pick people up if necessary. However, it is unclear what the unrealised use of the Centre might be if a more transparent lift-giving system was available. One user of the Community centre in Camperdown told the researchers that she knew of someone who was not able to attend because of a lack of transport.

This extended service should also be offered at night time to enable people to get out. Some older people who drive won’t do so at night. A payment for this service was said to not be a problem. Suggestions were made to the researchers about sourcing a car for this service, for example, a business could be approached and asked to provide a car or people that had become too old to drive often had a car sitting in the garage which could be used. The researchers suggest that it is not likely that all shire cars will be needed during the day. The need is there as evidenced by South West Health handing out about $200 to $300 petrol vouchers and a couple of train tickets per month – as much as their budget will stand. Such a program could be coordinated by Transport Connections and staffed by volunteers.

Box 2: Case-study

A woman in Terang reported considerable difficulties with transport although she was only about two kilometres from the main shopping area. She made four trips for the surveyed week but did a lot of activities – five or six for each trip. She travelled by means of getting lifts in a private vehicle, walking and taxis. She noted that she had frequent difficulties getting between her activities once in the town centre and sometimes just had to wait hoping someone would give her a ride. While she occasionally used the taxi, she could not afford this often as although a pensioner, did not have a taxi discount card. On one other occasion when she did book the taxi it was busy and forgot to pick her up and on another occasion during this week the taxi was fully booked. The person would have liked to go out on two other occasions (on a Thursday and Saturday) but unable to organise transport, one of these outings necessitating an 8pm return home.

Recommendation 2: The need for a bus service from Camperdown to Warrnambool which allows work and education access. This service could also stop at Terang, Panmure and Cudgee along the way. Warrnambool is the major service town for the region. People need to travel there for work, education and hospital services. An increased rail service would be valuable as at present the timetable only allows a half day in Warrnambool or an overnight stay is needed. However, this would be a longer term solution. This service would also help people going to Centrelink and youth going to TAFE in Warrnambool. A night service on a Friday and Saturday night would be valuable for young people. The researchers learned that the closure of some outreach services was placing the transport costs on customers who now had to travel to Warrnambool for some services.
Recommendation 3: The use of a school bus downtime to do circuits around Camperdown. This would provide access to shops and the hospital which researchers were told was difficult to access, as well as assist people living on the edge of the town. The bus could meet people at the train. Again, the people at the community house felt that payment of a fee for this service would not be a problem. This service would also assist youth in Camperdown, especially those who are struggling with homelessness, mental health issues and unemployment.

Recommendation 4: Re-instate the summer service from Noorat, Terang to Warrnambool. Despite operating for only 20 days (one return trip a day) due to flooding, this service had 61 passengers, including 7 from Noorat and 13 from Terang (equivalent of 1.5 passengers per trip). It may be possible to use a car for this service unless the passenger numbers increase.

Cluster 3: Mortlake, Derrinallum and Lismore

Characteristics of the settlements and surrounding area
While there are some differences in these three settlements, particularly the population size between Mortlake (1,658 residents), and Derrinallum (558 people) and Lismore (513 people), all three experience isolation with an aged population. The population numbers in Derrinallum and Lismore has been declining over the past few years.

All three settlements have a relatively high proportion of their population aged 70 years and over, including the area south of Mortlake, varying from 12% to over 20% of the population. While it is likely that Mortlake will have a selection of widespread services, people in Derrinallum and Lismore are likely to be experiencing difficulties accessing widespread services, local knowledge confirming this. For example, there is no pharmacy in Lismore. South West Health Care has a Community Health Centre in Lismore but people have to travel to Camperdown and further for other medical services and specialists. The fact that there is a Health Service in these settlements tends to draw older people to these areas, but transport issues remain unresolved.

The towns and adjacent areas also have relatively high numbers of people providing unpaid assistance to those with a disability. The area immediately around Lismore has the highest levels of unpaid carers of people with a disability than found elsewhere in the LGA areas of Moyne, Corangamite and Warrnambool, with over 20% of the residents providing this care. Local knowledge informed the researchers that Mortlake has many people with poor mental health. This creates difficulties in relation to access to medical and mental health services, necessitating travel to Warrnambool to access services. Their mental health status also prevents some people driving, thus increasing their reliance on other forms of transport.

Above average lone parents families with children are present in and around Lismore but this is a bigger issue for the town of Mortlake and particularly to the North and West of Mortlake.

Lismore has high unemployment levels (over 15%) for those aged between 25 and 64 years, unemployment being low in and around the other settlements. However, this picture changes when youth unemployment is examined. The area surrounding Lismore has over 20% of youth who are unemployed and not in education or training. One resident of Lismore remarked “we need more
activities for youth - older people just seem to bunker down and get used to staying isolated”. Slightly lower proportions are found in Mortlake and areas to the West and East of Mortlake.

Rental properties in these settlements and their surrounds are fewer than the Victorian average, except Lismore which has a small pocket of public housing rental.

There is considerable inter-change between Lismore and Derrinallum, for example:

- Police (Lismore)
- Swimming pool (Lismore)
- Golf course (Lismore)
- Health Centre (Lismore)
- Night tennis (Derrinallum)
- Library (Derrinallum) – small mobile library bus
- Lismore Derrinallum Football Club is a shared club. Both towns have ovals. Half the season is played from each as home ground and players are recruited from both towns. However, there is no shared transport.

Transport options in the settlements and surrounds

1. V/Line buses.
   There is a bus service from Warrnambool to Ballarat which goes via Mortlake, Derrinallum, and Lismore on Monday, Wednesday and Friday. It leaves Mortlake at 6.40am, Derrinallum at 7.15am and Lismore at 7.25am, arriving at Ballarat at 8.50am. It is wheelchair accessible and has a couple of stops at Ballarat, including Ballarat Hospital. The bus leaves at 1.15pm for the return journey. Residents of Derrinallum and Lismore can get to Ballarat and back in a day, with approximately four hours available in Ballarat. However, many local residents believe the early start is not convenient and there isn’t enough time allowed for in Ballarat. The direction of the bus does not take people to Warrnambool.

2. A bus service run by Coles travels on Wednesdays during the day and Friday evenings from Mortlake to Warrnambool, return. The Wednesday trip has a couple of stops in both Mortlake and Warrnambool, including Warrnambool station. This allows for about 3.5 hours in Warrnambool. Patronage is steady but not high. On Friday evenings the bus leaves Mortlake about 6pm, arriving at Warrnambool at about 6.45pm and then departing for the return trip at about 10pm. This service is strongly supported, the researchers being told that at times a larger bus had to be provided to fit in the number of passengers.

3. No taxis are located in these settlements, although there was one until recently in Lismore.

   - The South West Healthcare 12 seater bus. This is used fortnightly by the Shire for shopping or a social outing for residents in Derrinallum and Lismore. As it is supported by HACC funding, passengers need to be HACC eligible and registered with Corangamite shire and South West Healthcare to use the bus. 10 people use the bus each fortnight.
   - Moyne Shire has a 10 seater wheelchair access bus which offers a monthly trip from Mortlake to Warrnambool for senior citizens. It is available for hire.
   - Mortlake Health Services can supply transport in Mortlake using the Terang and Mortlake Health Services car. 15 volunteer drivers offer this service and fees apply. Passengers need to be connected with HACC or Veterans Affairs.
• Beaufort and Skipton Health Service auspice a car driven by volunteers who will offer transport to Lismore and Derrinallum residents for medical appointments.
• The Corangamite Shire support volunteers who drive their own car and this service extends to Derrinallum residents.
• Mortlake College has a new 22 seater bus funded by DEECD, the school and Moyne Shire. The college is looking for cost recovery in renting out the bus and they need more people licensed to drive it. Transport Connection Mortlake Community Bus Endorsed licence training commenced recently with ten participants to assist in increasing the community’s capacity to hire the bus.
• Lismore has a ‘school community bus’ which is very old and uncomfortable and needs up-grading, a need expressed by many local residents. This bus is hired by groups such as Landcare.

Recommendations for Community Transport

It would appear that there are some V/Line connections for longer haul trips to access some specialised services. However, improved access is needed for widespread services, employment and training, and leisure activities to address the locally identified problem that some people, especially older people in Lismore and Derrinallum, experience isolation and loneliness.

Recommendation 1: A service which links these settlements to local centres – Derrinallum, Lismore to Camperdown. These communities appear to demonstrate many features associated with isolation, where access to basic services and activities is poor. Lismore particularly needs a regular transport service to Camperdown which enables youth to access training, employment and leisure activities, including weekend night entertainment and older people and those with a disability to access social contact in particular. The cheaper housing in Lismore comes at an accessibility cost. A link in this service between Derrinallum and Lismore would also encourage the continuation of shared widespread services and activities.

There is a wish to be able to get to the pool in Cobden, especially for warm water therapy for older people. The recommended service between Lismore and Camperdown could connect with the new service from Camperdown which goes through Cobden. Particular health issues are people needing weekly oncology treatment and weekly transport to the Health Centre for strength training post hip operations. This proposed service would assist these people.

Recommendation 2: A service which links Mortlake to Warrnambool. A Transport Connections service linked Mortlake with the train in Terang, but this was discontinued. Further exploration as to why this happened would offer valuable insight, as the researchers were told that this service was well used, but Department of Transport figures show there was less than one person per trip. There are a number of services that take people to Warrnambool some days. However, a (at least) morning and evening week day service is needed at times that enables education and work to be undertaken. There is already regular movement of children and teachers who travel from Mortlake to school in Warrnambool. The numbers of children and teachers using this service could be explored further and if there is room, this service could be made available for all people who need to travel this route. An additional form of transport could be provided if there was insufficient room on the school bus. There are some local concerns should this service be provided as the researchers were told that the
local supermarket at Mortlake was concerned that they would lose custom if people used this bus to shop in Warrnambool.

It is worth noting that this service was recommended in 2004 in work done by one of the researchers on this project.

**Recommendation 3:** More attention be paid to youth and lone parent families in Mortlake and Lismore to understand their transport needs. Much of the limited services that are available are targeted towards aged and disability. A local resident knew of half a dozen young mums with limited finances and support who need transport. Further investigation of the transport needs of younger people in and close to Mortlake, in particular is suggested, but this could be a more general review.

**Recommendation 4:** Community development to facilitate local transport solutions in Mortlake. The researchers gained the impression that there could be an opportunity for improved transport in Mortlake through the services of a local transport hub. This Transport Hub could coordinate existing transport and develop additional transport opportunities. For example, the local supermarket has offered to put on a town bus to take people to local shops. The Mortlake Lions Club is said to be very strong locally and could be approached to be involved in such a scheme, perhaps being the main organizer of the hub, supported by Transport Connections. Early retirees in the Mortlake area could help with the provision of transport and organisation of the scheme. The new Mortlake College bus could be part of this project. Transport Connections is offering assistance with training for volunteer bus drivers.

**Recommendation 5:** Review the state of the school community bus at Lismore. If possible, the Lismore community bus could be repaired and passenger comfort improved. It is said to be in need of seat belts and lifting equipment. Perhaps a mentoring scheme for unemployed youth could assist with this work while at the same time giving work experience. The community has listed renovation of this bus as priority number two out of 22 possible projects and is undertaking fund-raising to assist with the project (Lismore News 2012). This service could be used to enable people living near Lismore and Derrinallum to access health services, such as the weekly GP visit and the weekly Allied Health services of physiotherapy, podiatry, diabetes education and dietetics. The bus could also be used for the Men’s Shed program which is only able to meet monthly at present due to transport problems. Of course, it is possible that the bus cannot be restored and alternative solutions will need to be found to meet these needs.

**Recommendation 6:** Re-instate the summer service from Mortlake to Warrnambool. This service carried 48 passengers from Mortlake to Warrnambool when it last operated, the return numbers are not known. Of course, this would not be needed should a regular service be provided.
Cluster 4: Koroit, Woolsthorpe, Mailors Flat, Purnim, Cudgee, Panmure and Nullawarre

Characteristics of the settlements and surrounding area

These settlements were clustered on the basis that they are 30 minutes or less driving distance from Warrnambool, with Mailors Flat, a growth area of Warrnambool with larger urban land holdings, only 14 minutes away. Koroit is a town of 1,740 people, the others being settlements of small populations: Nullawarre 598, Purnim 460, Panmure 422, Mailors Flat 400, Woolsthorpe 380 and Cudgee 200.

With the exception of the larger settlement of Koroit, which has slightly higher numbers than the Victorian average of people 70 years and over, this group of settlements and their surrounds have lower than, or average numbers of older aged people. Panmure, Caramut, Mailors Flat and especially Nullawarre, have lower numbers of working age adults. There are high numbers of unpaid carers of people with a disability (20% of persons) in the northern part of Koroit and to the immediate east of Koroit, as well as around Nullawarre. Lower levels of disability are present near Cudgee and Panmure and south of Koroit.

These smaller settlements have high numbers of children and youth. Lone parent families are disproportionately present in and around Koroit, especially south of Koroit, south of Purnim and around Allansford. Unemployment is relatively low in these settlements, it being slightly higher.

Box 2: Case-studies of elderly people in Lismore

**Older person 1:** The researchers met and talked with an elderly couple in a café in Camperdown. The husband drove his very frail and unwell wife from Lismore to Camperdown once a fortnight in order to attend medical appointments and to be with other people. The husband was very concerned about how long he would be able to do this driving and the lack of alternative options to meet these needs.

**Older person 2:** An older person in Lismore is reliant on an electric scooter. From the travel diary he made an average of 1.2 trips per day for the week. He would have liked to have made a trip at the weekend to visit family, the distance being 150 kms, but was unable to do this. He also wished to travel on a V/Line bus on a Monday but this was not available. The person uses an electric scooter for most trips, travelling (with his dog) about 1.5 kms each way. He goes to the post office, supermarket, mobile library, as well as just likes to get out of the house. On one occasion during the week the person was driven to Camperdown for a health service. On two other occasions the person was driven to there and back for social occasions. The person also took a community bus to Camperdown to do shopping, a leisure activity and personal business. The person had difficulty organising the trip as he reported that it had to be booked and he was ‘questioned’ by staff leading to concern that he wasn’t placed on the list, as he noted that this often happened. The person drove his scooter to the bus pick-up point but felt he needed to be picked up from home as the battery became flat and he had to push the scooter the last little bit of the trip.
between Port Fairy and Koroit. However, again unemployment is higher for youth in the settlements north east of Warrnambool and in Nullawarre and surrounds.

These settlements generally have low numbers of rental properties, although slightly higher rentals are found in Nullawarre and surrounds. A pocket of public housing is present in Koroit. Koroit, Panmure and Purnim offer affordable land and residents move in looking for a lifestyle of more open spaces. A feature of most of these settlements is that they have relatively small numbers of first generation migrants. The exception is Purnim, which has just under one-third of its population born outside Australia.

Nullawarre appears to stand out as having high numbers of people with disadvantage. While being only 30 minutes from Warrnambool, it has high levels of disability and unemployment. The very low rental prices are possibly an attraction to the area for those on a low income.

**Transport options in the settlements and surrounds**

1. **V/Line.**
   - A V/Line service between Warrnambool station and Hamilton passes through Woolsthorpe and Koroit Mondays through to Thursdays.
   - A Saturday service is offered from Heywood to Warrnambool arriving at Koroit at 10.40am but doesn’t appear to offer a return service.
   - Koroit to Heywood is offered very late at night (11.25pm on Mondays, for example) or very early in the morning (5am on Tuesday to Fridays). There seems to be no return service.

2. **Route buses**
   - Transit South West services provide connections between Warrnambool, Koroit and Port Fairy. This service operates five trips from Koroit to Port Fairy each week day and one on a Friday night and four services to Warrnambool bus exchange. There is a Saturday service to Warrnambool and two Sunday services to Port Fairy and Warrnambool.
   - A town service from Warrnambool travels out to the Allansford and the cheese factory, just short of a few of the study settlements.
   - Coles Coaches offer a service through Purnim to Warrnambool, return on a Wednesday during the day and Friday night.

3. **School bus services are throughout the areas**

4. **Community Transport**
   - A 12 seater community bus is available in Koroit but has no wheelchair access. It is operated by Koroit and District Memorial Health Services for day centre and nursing home customers. It is available for hire weekends and evenings and is reported to be fairly widely used.

**Recommendations for Community Transport**

It appears that apart from one service in Koroit, there are no other community transport services operating at present. This is possibly related to the lower numbers of aged people in the area, as commonly community transport is targeted to this group of people. Community transport services from Warrnambool also pick up people in these areas around Warrnambool to take them to activities and services in Warrnambool. It is possible that this will also provide a service to other passengers when the Transport Social Enterprise project is operational in Warrnambool. The public transport service between Port Fairy and Warrnambool which goes through Koroit appears to cater for many needs, although the residents would like a more frequent service. The turn-around for a
return trip can be very short or a full day. None of the services stop at Warrnambool station, which would be a valuable addition to the service.

**Recommendation 1: A summer service which provides transport for young people.** This service was provided for the 2009-2010 and 2010-2011 summer (operating 20 December until 28 January, not including public holidays and weekends), but withdrawn for the 2011-2012 summer, to the great disappointment of the community. This service should again be provided. It was previously supported by Transit South West and the Victorian Government. Transport Connections could also be a partner in lobbying for and the development and re-instatement of this service. The four services included many of these settlements – Nullawarre, Panmure, Purnim and Mailors Flat, although user numbers at these settlements were not high, with Mailors Flat, the largest user with 13 passengers picked up. Researchers were told that young people would like a much better access to Warrnambool, in fact the closer they are located to Warrnambool, the more frustrated they feel when they can’t get there!

**Recommendation 2: Community Connection could offer a service to Mailors Flat.** There are plans (which have been around for some time now) for a new route bus service which does a circuit route between Warrnambool central and Mailors Flat. The Department of Transport funded a two day a week trial to Mailors Flat for a six month period which was discontinued due to poor patronage. It would appear that this service is likely to be of value and could be reviewed by TCP, especially to meet the needs of young persons as it provides access to sporting centres (netball and swimming). An evening service at the weekend would provide access to entertainment.

**Recommendation 3: A bus service between Panmure and Warrnambool.** This would provide access to services in Warrnambool. Ideally, this would be a route bus service which offered a service to a number of smaller settlements in the area and also provided access to training and employment. The summer bus service (which only operated for about 20 days due to flooding on the highway at Panmure) picked up 35 people at Panmure, encompassing a mix of pensioners, students and other concession card holders, thus suggesting a demand for a transport service.

**Recommendation 4: Encouragement of greater flexibility and use of community buses which are owned by agencies in Warrnambool.** It is hoped that the transport needs of those in the townships near Warrnambool will be better served when the Transport Social Enterprise program is established. It is also hoped that transport can be offered to Nullawarre residents, an area which appears to have significant disadvantage present.

**Cluster 5: Hawkesdale, Caramut, Macarthur and Yambuk**

**Characteristics of the settlements and surrounding area**

Hawkesdale, Caramut, Macarthur and Yambuk is a group of small townships with populations under 1,000 residents, ranging from Caramut with 393 up to Macarthur with 805 people. They are geographically isolated.

These settlements present a varied picture of numbers of older people. Most of the area has average or below average numbers of people 70 years and over. The exceptions are Macarthur and an isolated area between Macarthur and the coast, which have high numbers of aged people over 70 years and slightly higher in the younger aged group, 55 years and over. The Men’s shed in
Macarthur is very strong and has hospital staff involved in the program. Aged people in these areas are likely to have difficulties accessing even widespread services, due to the small size of local settlements and the isolation, a view confirmed by local knowledge. The presence of a health service in Macarthur draws retirees to the area, resulting in growing transport problems and difficulties meeting other needs.

There are relatively low levels of disability in these settlements and their surrounds, the exception again being the area south of Macarthur. It is likely that largely the same people are reflected and those with a disability are over 70 years of age.

Lone parent families are commonly well above average (between 15% to over 20% of families) in areas surrounding these settlements, particularly east of Macarthur, around Caramut and south of Hawkesdale, and Yambuk and surrounds. Hawkesdale and Yambuk have relatively high numbers of children but relatively lower numbers of working age adults, which suggests larger than average families.

Unemployment is very low in these areas, except for three areas with very high youth unemployment – around Yambuk and Corrington on the coast and west of Macarthur. Local knowledge notes that there are significant problems with families with a low income around Caramut with unemployment likely to be higher than the official figures suggest. The settlements have few dwellings rented, including little government social housing.

Transport options in the settlements and surrounds
1. V/Line
   - A V/Line service between Warrnambool station and Hamilton passes through Hawkesdale Mondays through to Thursdays.
   - A Friday and Sunday V/Line service between Warrnambool station and Hamilton passes through Caramut on Fridays and Sundays.
   - The Warrnambool to Ararat service passes through Macarthur on Tuesdays, Fridays and Sundays, which provides access to Hamilton.
2. Community Transport.
   - An 11 seater wheelchair accessible bus is based in Macarthur for HAAC clients. A fortnightly service to Hamilton is offered.
   - South West Healthcare use volunteer and staff drivers for HACC-funded day centre activities and trips to Warrnambool and Hamilton for medical appointments.

Recommendations for Community Transport
It is likely that residents of Macarthur view Hamilton as their nearest major town, being 36 kilometres away. Caramut may also view Hamilton as their major centre, as although Warrnambool is about the same distance from Caramut as Hamilton, Caramut sits on the Hamilton Highway.

Recommendation 1: A service to access a major town of Hamilton or Warrnambool from Macarthur.

Recommendation 2: Reinstate the summer service from Macarthur to Warrnambool, return. When operating, this service carried 27 mixed passengers from the Macarthur pick-up (just over one
passenger per trip in this direction, the return trip is unknown). The small numbers suggest that a car may be the best option for this trip, at least until numbers build.

**Recommendation 3: Further investigation of unmet transport needs in these towns, especially lone parent families north and west of Port Fairy.** The researchers found that there was a need for stronger links to be made in the community about the absence of transport as a barrier for the achievement of social inclusion and wellbeing for people experiencing disadvantage. The raising of awareness is a precursor to requests and then the provision of mobility services.

**General solutions**
The previous section reviewed the presence of people who may be transport disadvantaged, outlined gaps in transport services and suggested possible services which could be provided by Transport Connections. The reality is that there is high need of transport in all five settlement clusters. It is equally true that there is very little money available to meet this need. Therefore these resources need to be used in innovative ways to maximise what can be offered.

A number of aspects are working to enable this, particularly the fact that there are plenty of vehicle resources: private cars, trains, route buses, community buses, school buses, freight vehicles, taxis, bikes and gofers. Better resource utilization would address a lot of mobility problems. There is a need to remove artificial barriers of restrictive use and a means of coordinating all transport options which breaks down the barriers of type of transport. Part of this process would be to remove restrictive regulations, such as around the type of passengers who can be carried, restrictions on marketing a service, some loosening of restrictions about where a vehicle can stop and the assistance which can be provided to passengers. Another positive aspect is the goodwill and strength of many rural communities who already offer extensive help with transport for many people, either on a formal basis or through neighbourly type assistance.

While the preceding section offered specific service suggestions, there are a number of general approaches which could be undertaken by Transport Connections to improve mobility. Some examples of this are now given.

**School bus services**
There is a comprehensive network of school bus routes across Victoria, as indicated in Figure 5.

School buses could be better used in three ways:

- All young people accessing education/training should be allowed on the school bus system. At present there is a belief in the local area that students accessing TAFE colleges are not allowed to use the bus. This is even though the program is part of the school curriculum. In addition, there should be public access to travel on school buses where there is capacity.
- Use of the down-time with school buses during the period before, between, and after the two pick-up and drop-off school times
- Better use of school buses during school holidays.
A report on the Gippsland School Bus Flexibility project found that there is a lack of awareness that the provision for wider access of passengers on school buses already exists. However, barriers to usage are present. These include: the burden of school administration requirements; the need for additional insurance by operators; the timing of booking places on the bus where school children have priority over TAFE, VET and VCAL students, and concerns about duty of care and perceived safety risks to school children if the passenger mix was widened. These issues should be resolvable to enable travellers, especially TAFE students, to gain the considerable benefits of access to education. Important work is being undertaken to address these barriers to access by the South West Local Learning and Employment Network. A copy of a report prepared by Paul Atack is included in Appendix B. The report recommends that:

- All students undertaking a secondary course of study at post compulsory institutions such as TAFE have the same access to the School Bus Contract Service as other secondary students at government schools
• All students undertaking a secondary course of study at post compulsory institutions such as TAFE, have the same access to a Conveyance Allowance, as other students undertaking secondary courses of study at government secondary schools.

There is community disquiet about the regulations in relation to the boundaries of school bus pick-ups for children attending schools where there is a desire to send their children to a different school. The researcher would argue that parents should be allowed a choice of schools, but this issue is beyond the scope of this project. However, there is some relevance where a school of choice may offer a different program or range of subjects than the closest school and a child is not able to access that preferred school.

**Solving the mobility problem themselves: Ways of coping**

The ARC research on wellbeing, social inclusion and transport made an interesting finding. It was earlier discussed that people experiencing higher levels of social exclusion did less trips. However, although they had less mobility, most people in a private dwelling still did some travel, their reduction in travel being at a diminishing rate as their exclusion increased. Thus, people usually do not stay within the confines of their house all the time, they find a way to get out to meet their essential needs.

People with high risk of social exclusion, low mobility and low bridging social capital don’t tend to report transport problems as they adjust their life around the fact that they can’t access ‘conventional’ transport. They accommodate to their circumstances. This is generally done by adjusting their expectations about what they can do but increasing their bonding networks with close family and neighbours. Thus, neighbours, family, other members of an activity and staff in services give up their time to assist people with their mobility needs. This behaviour was highly evident to the researchers. Many people were highly resourceful, made the best of opportunities that arose and drew on their existing networks and the community for assistance. Some examples are given in Box 4.

<table>
<thead>
<tr>
<th>Box 4: Examples of informal adaptations to facilitate mobility</th>
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<tr>
<td>1. Informal sharing of car driving to take children down to TAFE at Warrnambool</td>
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<td>2. The Men’s Shed organization did a lot of pick-ups and drop-offs to enable people to attend the activity. They also expressed concern that some men couldn’t get to the RSL meetings and made sure that between them a car would be available to take them.</td>
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<td>3. One Men’s Shed group also took responsibility for supporting homeless youth, making a bus available for them for particular occasions.</td>
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<td>4. There are also more formalized examples where Corangamite Shire coordinates use of private vehicles to transport people. However, this service is limited to those needing a health service who are eligible under the Shire’s HACC program and can only access the service once a month.</td>
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<tr>
<td>5. South West Health has informal arrangements of car-pooling for some activities they organize.</td>
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While many people solve transport problems themselves, not all can. The researchers suggest that this type of giving be assisted with increasing the volunteer drivers, removing barriers of eligibility wherever possible and Transport Connections or another agency assist with fuel costs. Discussions with the community indicated that some people would be willing to pay for this service, or at least cover the fuel costs.

People tend to be self-reliant in country areas. There is a strong sense of wanting community ownership of community resources. There is a need to offer choice and engagement to maximise personal control and strengthen community engagement. Central assistance to this form of transport provision would offer people some elements of choice.

This scheme would need to be well marketed so people know of its availability. Support could be sought from various local organisations and service clubs, however, it is recognised that the population of service organisations is getting older. Traditional service organisations are being replaced by groups that don’t have as strong a service element, such as Probis, Bowls and Golf Clubs. The researchers were told that such groups attract up to 70 people, so perhaps awareness raising would encourage involvement.

**Transport Hub**

The researchers believe that better utilisation of services could be achieved. A good example of this is where Transport Connections organised the Timboon wheelchair taxi to be shared with a person with a disability and two TAFE students. An additional bonus is that the subsided taxi service for a person with a disability can also be used to reduce the overall taxi cost. Similarly, the car-pooling to take students from Camperdown to Warrnambool TAFE (Box 4) may have a spare seat which could be used by another student, if coordination was available. Certainly, the proposed car-pooling phone apps would be helpful in this situation but it would not include all people, particularly older people and perhaps those without a car themselves.

Recent work undertaken by one of the researchers in the region showed that there was considerable under-utilisation of community buses. By way of example, of ten organisations with a community bus, four of the ten used the bus for up to eight hours a week, one between nine and 16 hours a week, and three between 17 and 30 hours a week (Stanley and Stanley, unpublished). This low use was also found in a prior study undertaken by researchers (Stanley and Stanley 2004). It was found that while the average distance travelled by community buses was 16,100 kilometres in 12 months, just over 40% did less than 10,000 kilometres a year. By comparison, a school bus does an average of 26,000 kilometres a year.

A coordinating transport hub that facilitated all forms of travel through the provision of information, better use of the available transport resources, financial resources and volunteer resources and supporting the informal transport system where needed, would improve mobility for those experiencing transport disadvantage. This type of organisation is being trialled in Warrnambool under a Social Enterprise model where any profits generated are put back into the transport scheme. Such a hub would be particularly useful in organising access to Centralised services which involve greater distances but usually needed less often. Such a hub could be initially developed in Camperdown and Mortlake to complement the one under development in Warrnambool. It is unlikely to work in Port Fairy at this stage, although this would be possible in the future.
Box 5 illustrates the type of possible coordinated options which could be organised through a transport hub. Centralised organisation could build on the goodwill that present operators and other community transport operators are providing where these options are not being taken up, or not fully utilised.

**Box 5: Example of gains through coordination and good-will**

A significant community contribution is made by Mercy Regional College, Christians Bus Lines, South West TAFE and school bus operators who currently transport students to Terang and/or Glenormiston on the empty back run of journeys at no cost to students.

Box 6 illustrates mobility needs for two young people, one attending training and the other working part-time. While both managed to walk to work and education, other travel needs were more difficult to fulfill. It is likely that a central travel information service could help these young people, especially for shopping and day travel, leaving the private requests for a lift to the occasions when other travel options were less available.

**Box 6: Case-studies of two young people**

Young Person 1: This young person was largely reliant on walking to get around – walking four kilometres to get to TAFE and back, although at times needing to organise a lift in a private vehicle. The young person noted that shopping was difficult when heavy bags had to be carried. The young person was able to visit their family by train but needed a lift to the station and had some concerns as to whether the lift-giver would arrive on time. During the week of the travel diary the young person would have liked to attend a leisure activity (at a distance of 30 kilometres) but was unable to obtain a lift to get there.

Young Person 2: This young person was able to walk to part-time work but having no car, found it difficult to attend other activities. She was frequently dependent on getting a lift in a private car to go to the shops and attend leisure activities, especially in the evening. The person had to call people to try and find a lift and noted difficulties in relation to ‘convincing the driver to take me’ and then waiting for them to arrive.

A transport or a service problem?
Minimum standards of services should be assessed according to size in each of the settlements and where a widespread service is absent, there should be encouragement to provide this service, if only on a regular visiting basis. At times the accessibility problem needs to be solved through the provision of a service rather than a provision of transport. This does take place in some locations. For example, the mobile library service and visiting health services to Lismore and a mobile child care
service which travels between towns which is organised by Corangamite Shire. This child care service has qualified staff and offers structured play. People can drop their children off to be cared for, for a five hour session. A visiting dentist would be of value – the closet dentist for many people being presently at Colac.

**Matching funds**

In many situations, the cost of transport is borne by the transport providers, while the benefits of transport are seen by other government departments and groups. The exception to this are the local community buses associated with agencies, where they directly see the benefits gained by their clients who can attend their services and activities. School buses are a similar case, where access to the school is seen as part of the education service.

It would be reasonable to ask other organisations to share transport costs to better enable their clients to access their services. It may be possible to negotiate a shared cost arrangement – the organisation, the passenger and state government. An obvious example is assisting young people to attend TAFE colleges. Transport Connections has allocated a minimum of $3240 from its existing budget to provide taxi transport to three Corangamite Pathfinders students from Timboon to undertake a VCAL course of study at TAFE where no other financial or transport options are available. Currently the students travel three days per week from Timboon to Terang by taxi and the cost is dependent on whether this is a dedicated student only service costing $144 per trip return, or a shared fare subsidized by Cooinda clients MPTP card, costing $40 per return trip. To date the full rate of $144 has only been charged on two individual occasions. Other examples of where costs could be shared could be with shopping centres and supermarkets, larger businesses, recreational and sporting centres, libraries and other community activities.

Farmers needing work on farms could organize trip sharing or car-pooling to get the person to the farm. A wider approach could be taken to sharing health costs. DHS provides a subsidy for some clients through HACC funding. This cost of transport could be more transparent and vehicles made more widely available to assist others not presently eligible. This could also apply to the Red Cross transport services.

**The need for continuity of transport services**

There is clear evidence that people use transport where it is available, but it does need to have a number of features, many of which are not present in the more ad hoc services which are now not being re-funded by state government due to ‘poor patronage’. There is community concern that a service is provided for a relatively short period and then funding is withdrawn. There is a need for some degree of certainty so people can commit to arrangements, such as training, and feel reassured that the arrangements will remain in place. It takes about nine months for a route bus service to gain peak passenger numbers. A comment was made to the researchers in relation to a community bus that, ‘the elderly are now aware of community transport options but it took a good 12 months to familiarise people.’

There is also a need for frequency of service, so the arrangements can be used for a range of activities, including access to employment and training. For example, there is no point in a struggling family getting rid of their car if a transport service which is needed daily, is only offered on some days. When you have invested in a car, you use it. A choice in travel times will enable them to meet
other transport services (such as the train), have time to undertake all the desired activities in the trip at the needed times (it may be up to midnight for youth) and not have prolonged waiting periods. At times this will entail feeder services into the main transport route.

The researchers are of the opinion that the passenger numbers on a service that only operates with an infrequent service for a short time may not reflect the numbers who may use the service if a longer term, frequent service is offered. It takes some time for people to realise the availability and have confidence in its continuity before they will switch to using the service. Drawing on the research reported earlier in this report, the benefit/cost ratio of providing a service for people at risk of social exclusion is high, thus supporting a transport service with low passenger numbers.

Part of the solutions to continuity of service is for better integration between planning and community development and transport at the point of development of a new project. All new proposals need a transport plan and a means of funding the plan. It would seem that the opportunity is there with the close association between these activities as outlined on the DPCD website.

**Better marketing of existing services – of all types.**

Despite talking to people in the area and looking at documents, the researchers found it far from easy to work out what transport services were on offer. At times time-tables were not comprehensive and hard to read and other services were not advertised. Researchers had access to information and internet timetables but still found information about services hard to track down, not that easy to follow and not all existing services were listed. It is important to advertise the services well, an area where considerable improvement is needed over all transport options. The South West Community Transport Directory is a good asset. It needs wide marketing and it may be better to title it as a ‘Transport Directory’. It is suggested that part of marketing transport services is to remove the pre-booking systems that remain on V/Line buses. This improves the flexibility of the serviced and spontaneity of use, especially for young people.

**Tender for additional services**

It may be of value for Transport Connections to put out a general tender for services to look for the best rate per kilometre of transport in particular areas and at particular times – day/night, weekday/weekend. This may create previously unrecognised opportunities and produce better resource use. For example, it may be that an under-utilised community bus could offer to take on a service at a reduced cost but at the same time provide revenue for their agency which could cross-subsidise their use of the bus. It may be that partnerships are formed to cover the service, such as in association with a taxi service or that school buses could be used during their down times. There are 14 route bus operators in the shires and many community transport buses with downtime.

**Re-balance the distribution and purpose of community transport trips**

Recent work with community transport in Warrnambool found that the purpose for the trips undertaken was heavily weighted towards medical services and structured activities, services which also tend to be determined (purpose/time/place) by people other than the passenger (Figure 6). These services also tended to be used by older people and those with a disability.

The researchers suggest that this needs to be much more balanced towards an even distribution, in terms of form of activity and passenger type, and one which allows more control by the user of the
service. In a sense it could be said to be somewhat paternalistic for people experiencing disadvantage to have less control over their movements and have reduced ability for spontaneity of decisions, as this is how many travel decisions are made where a person has much easier access to transport. Work on new bus routes on the edge of Melbourne has shown that the greatest use of the new services was for leisure, often mistakenly defined as ‘non-essential’ travel. If people have a choice they often travel for pleasure, travel at a whim, popping in to see friends, unstructured. In the completed travel diaries for this report, much travel included ‘just getting out of the house’.

**Figure 6: Current resource allocation according to activity: a tacit hierarchy of ‘worth’**

![Diagram showing hierarchy of resource allocation]

**Source**: Stanley and Stanley (2012)

**Youth**

Previous research from the transport, social exclusion and wellbeing study has shown that young people in regional/rural areas do not do as well as those in Metropolitan Melbourne. Table 5 shows findings from the research.

**Table 5: Responses by adolescents to wellbeing questionnaire**

<table>
<thead>
<tr>
<th>How satisfied are you with ...</th>
<th>Regional/rural</th>
<th>Metropolitan Melbourne</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting on with the people you know</td>
<td>7.6</td>
<td>8.2</td>
</tr>
<tr>
<td>The things you have, like the money you have and the things you own</td>
<td>6.9</td>
<td>8.0</td>
</tr>
<tr>
<td>Doing things away from home</td>
<td>7.3</td>
<td>7.8</td>
</tr>
<tr>
<td>The things you want to be good at</td>
<td>7.1</td>
<td>7.5</td>
</tr>
<tr>
<td>What may happen to you later in life</td>
<td>5.6</td>
<td>7.2</td>
</tr>
</tbody>
</table>

**Source**: Australian Research Council Research (unpublished data)
It can be seen that on these questions the wellbeing of young people in regional/rural Victoria is lower than that of those living in Melbourne. Of particular concern is the low satisfaction of young people in regional/rural areas in relation to what may happen to them later in life.

This report documents a loss of youth and young adults and steady growth in the older aged group (54+) across South West Victoria. The loss of youth in many rural areas exacerbates rural decline. The other concerning trend is the high numbers of youth not in employment, education or training. The ABS figures are also likely to be an under-estimation of the extent of disengagement, as the ABS requires only a small number of hours a week of work to represent ‘employment’. While more likely to occur with older people, there is a trend to move longer-term unemployed people to a disability pension. Adding under-employment for youth at least doubles the unemployment rate.

Earlier work in Warrnambool (Stanley & Stanley 2004) showed that youth came out as highly transport disadvantaged, particularly those youth living outside of Warrnambool in the smaller country towns. This finding is also evidenced in this study. A recent Moyne and Warrnambool Youth Council Forum held in November 2011, found that health was their biggest problem, followed by transport. Concerns were expressed about a lack of transport services, that they could sometimes get to a location but not return home, the need for better transport connections, the need for better information on available transport and transport availability for after school activities.

The recent years have seen new education initiatives designed to keep youth at school, such as the VET and VCAL the Victorian Certificate of Applied Learning schemes. These often involve the need for youth to travel to other centres of learning as part of the training program. However, unless transport is built into this system, it is commonly not possible for students to take these options. The Education Department and TAFE Colleges need to take responsibility for this.

There is to be a proposed Trade Training Centre to be built in Cobden in coming years, with sites for particular trades in disparate areas. It is essential that affordable transport is integrated with planning for this centre. All young people who undertake a secondary school program recognised by the Victorian Curriculum Assessment Authority should be able to travel on school buses. Transport Connection could take up the case to argue for this.

It is equally important to look after the needs of youth who do leave school and are unable to find employment. The researchers were told that there are lots of jobs on farms but young people are not able to get to them. Youth who have never experienced being in the workforce full time and are unable to get work risk longer term disadvantage through loss of motivation and a reduction in ‘employability’.

**Conclusions**

Considerable work has been undertaken in the past to examine transport needs. These documents contain valuable and important information. This report hopes to build on this work. Clear issues have been identified. Dwelling affordability is the most important home location criteria for all groups, however those on high incomes who have private transport prioritised trees and parkland over proximity to shops and friends. Low income residents can often only choose poor accessibility. Some older people are isolated and lonely. Getting youth to education and TAFE is a constant problem. Some service agencies are reducing their services or centralising them, thus transport cost-
shifting. Some towns get some V/Line services some of the time, thus allowing access to some centralised services. These longer destination trips may be achievable in one day or may necessitate one or two days overnight stays to connect with return services.

Most community buses are orientated towards older people and those with a disability while the needs of younger people and those struggling on a low income, such as sole parents, are significantly less well catered for. Similarly, the critical role of leisure activity and the associated social contact is often overlooked. It is through these contacts that not only individual social inclusion and wellbeing is created, but also community strength and social capital are built, leading to a better and happier community. For example, in the Men’s Sheds and Community House program, socialization is the major unstated purpose. While cultures and participants vary very much between groups, how much is actually built or activities completed, is commonly not the point. The travel diaries show that people with cars travel a lot further, undertake more trips, and take more leisure trips with leisure as their purpose.

Solutions need to be found that don’t require major government funding. Thus a means of better use of existing transport assets needs to be found. Service delivery is typically structured around modes rather than around meeting people’s needs and it is important to break down these barriers. Similarly, the barrier between the distinction as to whether a person is a client and therefore eligible for transport help or not a client and therefore not able to use an existing service, needs to be removed. The process of providing transport for people experiencing disadvantage and with lower wellbeing is not organization of mass transit but a process of detailing, meeting specific needs and accepting lower numbers travelling on transport. The value of achieving mobility for this group of people is much higher than the value of an additional trip for a person with good realized mobility. In a sense it is a bridging program or even a community development program, where for many people capabilities can be strengthened, resources improved, inclusion developed, thus enabling those people to become independent and more in control of their own lives.

Considerable hidden transport disadvantage seems to be present. People accommodate their lives to less transport, therefore don’t expect to have ‘unnecessary’ mobility. This accommodation extends to some service providers. The critically important role of transport needs to be understood before the problem is recognised. At the same time, the researchers found a great deal of highly valuable informal transport assistance was present in the community associated with individuals, organisations and transport providers.

While transport gaps can be identified, a harder task is to prioritise which transport needs should have priority. This decision is, for the main part, a value judgment. The researchers make the suggestions outlined below. Solutions fall into roughly three categories – services at the operational level, tactical or service coordination solutions, and changes at the strategic level, where improvements in policy and regulations are sought.

**Recommendations**

The researchers recommend that youth be given a high priority in resource allocation. There is evidence to show that youth in rural Victoria are experiencing more disadvantage than urban youth, with lower self-assessed wellbeing. While there are high youth unemployment rates in Victoria generally, there are areas in the shires of Moyne and Corangamite with youth unemployment rates...
well above the Victorian average. This will continue if youth can’t take advantage of school/TAFE programs that are on offer and can’t access post-school training. Rural communities decline if only aged people remain, leading to an even further decline in services for everyone.

Thus, it is recommended that Transport Connections resource services from the areas with higher levels of youth unemployment to enable these youth to re-engage with school, TAFE, apprenticeships, Deakin University or employment. The recommendations which follow are shown on Figure 7. The following service provisions are suggested:

- Port Fairy and the outskirts of Port Fairy. Approximately 180 young people are unemployed, plus those wishing to access TAFE and other training.
- Lismore and surrounds to meet the needs of about 60 unemployed youth plus those wishing to access TAFE and other training.
- Port Campbell (50 to 60 youth plus school students accessing TAFE) to Timboon (50 to 60, plus TAFE access) and up to Terang and Camperdown.
- Terang and Camperdown to Warrnambool (about 120 youth plus school access to TAFE) stopping at Panmure (about 60 people plus school TAFE access).

These services need to provide transport to access work during the week and cater for the differing times for school/TAFE courses. Feeders need to provide access to the major north/south service. Other transport should be coordinated with this service so there is a seamless trip for the passenger. The Education Department and TAFE system are clearly responsible for supporting this service, both financially and accommodating with adjustments to the teaching programs to best fit the accessibility options of the youth. It may be an option that supported accommodation could be provided near TAFE colleges to enable an overnight stay where training is on two consecutive days. It would be useful to explore the needs of youth in greater detail.

Providing these services will enable other passengers to use these services, such as older people in Lismore, the coastal settlements and Timboon (with approximately 80 to 105 people over 70 years of age) and people with a disability from Port Campbell and surrounds.

It is recommended that a service be provided from Lismore to Camperdown to support the (approximately 120) people aged 70 years and over. This service is needed only if the service targeting youth is not able to be achieved.

It is recommended that support be given to an expansion of transport options in Camperdown and Terang. This is likely to be a private or perhaps shire car service, but could also utilize the downtime of school buses and community transport buses to undertake circuits of the towns.

It is recommended that the service from Mortlake to Warrnambool be extended to enable access to employment and training each day of the week.

It is recommended that the school holiday bus services be funded again. This would also provide a transport service to other passengers.

While the above are specific services, other activities would also be highly valuable:
- Advocating for: policy change in relation to use of school buses; moving Community Transport services into route bus services to maintain sustainability of the service; and a more frequent train service.
- Establishment of transport hubs at Camperdown and Mortlake similar to that being developed at Warrnambool.
- General facilitation and support of the ways people have already worked out about how to get about. The car-pooling phone app would facilitate this initiative.
- Work done on whether it is services or transport that are needed in some of the smaller towns and where it is a service, advocate that this be taken to the township as a visiting service, or established in the town.
- More attention to facilitate recreation and leisure activities as these build personal wellbeing and health, and thus strong and more self-reliant communities.

Figure 7: Recommended services for Transport Connections Program
References


Tourism Victoria (2010) *Great Ocean Road, Market Profile Year Ending December 2010*,


Appendix A

The maps in Appendix A thematically depict eight selected socio-economic variables for the LGAs of Moyne, Corangamite and Warrnambool. The data used were from the Australian Bureau of Statistics 2006 Basic Community Profile. Data were extracted for these LGAs at the collection district (200-300 households) level. CDs are defined to contain approximately equal numbers of households; a large CD therefore has a low population density. All variables are expressed as percentages and the thematic shading used in the mapping is based on the metropolitan average for the respective variables. In all cases the average is depicted by a shade of pale grey.

Proportion of residents who are aged 70 years and over, Collection Districts within the Local Government Areas of Warrnambool, Corangamite and Moyne, 2006

Source: ABS, 2006 Basic Community Profile
Proportion of residents who are aged 70 years and over, Collection Districts within the Local Government Area of Warrnambool, 2006

Source: ABS, 2006 Basic Community Profile

Legend:
- >=20
- >=15 to <20
- >=12 to <15
- >=6 to <12
- >=3 to <6
- >=0 to <3
Percentage of persons aged 15 years and over who provided unpaid assistance to a person with a disability, Collection Districts within the Local Government Areas of Warrnambool, Corangamite and Moyne, 2006

Source: ABS, 2006 Basic Community Profile

% who provided assistance
- >=20
- >=15 to <20
- >=12 to <15
- >=9 to <12
- >=5 to <9
- >=0 to <5
Percentage of persons aged 15 years and over who provided unpaid assistance to a person with a disability, Collection Districts within the Local Government Area of Warrnambool, 2006

Source: ABS, 2006 Basic Community Profile
Percentage of lone parent families with children with a gross weekly income of less than $1,000, Collection Districts within the Local Government Areas of Warrnambool, Corangamite and Moyne, 2006

Source: ABS, 2006 Basic Community Profile
Percentage of lone parent families with children with a gross weekly income of less than $1,000, Collection Districts within the Local Government Area of Warrnambool, 2006

Source: ABS, 2006 Basic Community Profile
Percentage of persons aged 25 to 64 years who are in the labour force and who are unemployed, Collection Districts within the Local Government Areas of Warrnambool, Corangamite and Moyne, 2006

Source: ABS, 2006 Basic Community Profile
Percentage of persons aged 25 to 64 years who are in the labour force and who are unemployed, Collection Districts within the Local Government Area of Warrnambool, 2006

Source: ABS, 2006 Basic Community Profile
Percentage of persons aged 15 to 24 years who are in the labour force and unemployed, Collection Districts within the Local Government Areas of Warrnambool, Corangamite and Moyne, 2006

Source: ABS, 2006 Basic community Profile
Percentage of persons aged 15 to 24 years in the labour force and who are unemployed, Collection Districts within the Local Government Area of Warrnambool, 2006

Source: ABS, 2006 Basic community Profile
Percentage of dwellings that are privately rented*, Collection Districts within the Local government Areas of Warrnambool, Corangamite and Moyne, 2006

Source: ABS, 2006 Basic Community Profile
* Private rental is comprised of rental thorough real estate agents and private rental through a relative etc.
Percentage of dwellings that are privately rented*, Collection Districts within the Local government Area of Warrnambool, 2006

Source: ABS, 2006 Basic Community Profile
* Private rental is comprised of rental through real estate agents and private rental through a relative etc.
Percentage of dwellings rented through a public housing authority or cooperative, Collection Districts within the Local Government Areas of Warrnambool, Corangamite and Moyne, 2006

Source: ABS, 2006 Basic Community Profile
Percentage of dwellings rented through a public housing authority or cooperative, Collection Districts within the Local Government Area of Warrnambool, 2006

Source: ABS, 2006 Basic Community Profile
# Appendix B

## Record of Research meetings

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<th>Meeting</th>
<th>TRIP</th>
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<th>Location</th>
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<td>TRIP 1</td>
<td>Thursday 16/02/2012</td>
<td>Paul Atack, Jacqui Beck, Helen Durant, Richard Stone, <strong>Sandra Love</strong>, Paul Lougheed, Becky Morton, Larissa Scanlon, Brenda Hampson, Janet Stanley, Margaret Banks, Kerry Nelson, David Cross, Anke Aston</td>
<td>Meeting of Project Partnership Group, Corangamite, Moyne and Warrnambool Transport Connections Project in the McCabe Room, Killara Centre, Camperdown</td>
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<tr>
<td>MTG 2</td>
<td></td>
<td>16/02/2012</td>
<td>Brenda Hampson</td>
<td>P.O Box 252 Warrnambool Vic 3280</td>
</tr>
<tr>
<td>MTG 3</td>
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<td>16/02/2012</td>
<td>Sam(antha) and Peter and David Pope - Popes Buses</td>
<td>Timboon</td>
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<td>MTG 4</td>
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<td>Gary Morfield</td>
<td>Camperdown</td>
</tr>
<tr>
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<td>Campdn &amp; Dist Neighbourhood House</td>
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<td>Ricky Witney 0427 687 301</td>
<td>EVOLUTION ONE (donated bus)</td>
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<td>SW Health in Camperdown</td>
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<td>Craig Midgley</td>
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<td>Simpson</td>
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<td>MTG 11</td>
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<td>Simpson Men’s shed</td>
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<td>Adult Activities @ SW Health</td>
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<td>MTG 21</td>
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<td>Camperdown Com House</td>
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</table>
Community Transport Study

Janet Stanley from Monash University Sustainability Institute is conducting research into community transport needs in a number of towns in Moyne and Corangamite.

If you are willing to fill out one of our trip diaries to tell us what your community transport needs are, please contact your local Community House
Or ring Margaret Banks 0438 060 555
and we will send you a copy.
<table>
<thead>
<tr>
<th>Date</th>
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<th>No. of questionnaires</th>
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Total: 130
Tender for new bus service

**Service**
a. The successful Tenderer will be expected to commence operation of the service at 01st January 2013.
b. The successful Tenderer is required to comply with the provisions of the Conditions of Contract (Part C).

2. Route Description
Timboon to Camperdown (This service does not operate on Public Holidays)
Service departs rest stop near intersection Timboon-Nullawarre Rd and Timboon-Port Campbell Rd, and travels along the Timboon-Colac Rd then Camperdown-Port Campbell Rd and Cobden - Terang Rd to Cobden, then along the Camperdown-Cobden Road to Camperdown Train Station.
3. Timetable (This service does not operate on Public Holidays)

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<th>AM</th>
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4. Term

Term of 5 years.
Appendix C
Clusters of settlements used in the report